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Uploaded to Internet: 7/25/2014

DESCRIPTION: PURCHASING CARD PROGRAM

CONTRACT TYPE: STATEWIDE

NOTE: The State of South Carolina will operate under a "bridge" contract for the Purchasing Card Program with Bank of America using the same terms, conditions, provisions and pricing of the previous contract until a new contract is in place.

CONTRACT PERIOD: Effective 08/01/2014 to 07/31/2015 on a month-to-month basis.

CONTRACT NUMBER: 5000013742

CONTRACTS: BANK OF AMERICA
201 N TRYON ST
CHARLOTTE NC 28255

TRACEY M. WOPPERER, VP, Senior Account Manager
O: (980) 388-7297
F: (980) 233-7643
Tracey.Wopperer@baml.com

LATRENDIA B. PARKER, State of SC Account Specialist
O: (757) 213-8311
Latrendia.Parker@baml.com

LIZA BUTLER, State of SC Account Specialist Backup
O: (757) 213-8303
Lisa.Butler@baml.com

TECHNICAL HELP DESK
1-888-589-3473

TOLL-FREE, 24 HOUR CUSTOMER SERVICE CENTER
1-888-449-2273 or 1-800-300-3084

State of South Carolina Purchasing Card Program
Bank of America Contact Information

Company Level Support (Program Administrators only) 8 a.m. – 9 p.m. ET Monday - Friday	Provides assistance with day-to-day card program questions, such as lost/stolen cards, disputed items, payments, and CVV (3-digit) security codes. • Latrendia B. Parker • Phone: 757-213-8311 • Email: latrendia.parker@baml.com Escalation: Tracey Wopperer, 980.388.7297, tracey.wopperer@baml.com
Training	Administrators and Accountants can register for additional or refresher training sessions at http://training.works.com/bankofamerica The registration training password is "workstraining".
Card Account Manager	Your card account manager will consult with you to assist in growing your card program, keep you updated regarding industry activities and assist with the escalation on any issues. • Tracey Wopperer • Phone: 980.388.7297 • Mobile: 980.253.9096 • Email: tracey.wopperer@baml.com • Sandra Hendrick, Card Account Analyst • Phone: 404.607.5554 • Email: sandra.r.hendrick@baml.com • Escalation: Larry Andress, 980.386.2889, lawrence.r.andress_jr@baml.com
Technical Help Desk (Program Administrators only) 8 a.m. – 8 pm ET Monday – Friday	Provides assistance with questions or issues related to the use of the Works application and Visa Information Source 1099 applications. Phone: 1.888.589.3473 • Opt 1 – Password Reset • Opt 4 – WORKS, VIM, Payment Centre • E-Mail: commcardTHD@bankofamerica.com • Escalation: Adam Chang, 757.441.4117, Adam.Chang@baml.com and Tracey Wopperer, 980.388.7297, tracey.wopperer@baml.com
Cardholder Customer Service (for Cardholders and Program Administrators after business hours)	Provides cardholders (and program administrators after business hours) with assistance on activities such as reporting lost or stolen cards or reporting disputed items. • Toll-free # 1.888.449.2273 Toll-free # 1.888.449.2273 • Collect #: 509.353.6656 outside the U.S.

24 hours/day, 7 days/week	**Note:** Cardholders should enter their 16-digit card number when prompted.
Card Activation 24 hours/day, 7 days/week	Cardholders can activate their card by calling one of these numbers, keying in their card # when prompted, and entering their activation code (assigned during card issuance) when prompted. The phone #'s are also provided to the cardholder on a sticker affixed to the card. • Toll-free: 1.888.571.1000 Toll-free: 1.888.571.1000 • Collect #: 509.353.6656 outside the U.S.
Fraud 24 hours/day, 7 days/week	Release a card from fraud watch Phone: 1.866.329.6262 or 1.877.451.4602

Works Card Program Quick Tips – Who to Call for Assistance		
Use the Works application to…	**Call Company Level Support to…**	**Call Works Technical Support to…**
• Request new cards • Request replacement cards • Cancel cards • Reset user passwords • Change card controls using card profiles: - credit limit - single or daily transaction limits- • Research in real-time why a transaction was declined • Add, change, or delete Works groups and users • Update cardholder phone and address information • Change accounting code defaults • Create configurable reports on transaction detail, card information, audit logs, etc. • Export data for import	• Change the master credit limit for a card program • Research a corporate payment • Research a corporate account decline • Change the delivery method of cards, i.e. bulk ship via Fed Ex to PA, U.S. mail to cardholder, etc. • Request overnight delivery for a card • Report a lost or stolen card • Obtain the CVV code for a card ***Cardholders can call the following number for assistance with items such as activating a card, reporting a card lost/stolen, or disputing a transaction: 1.888-449-2273	• Obtain technical support, for issues using the Works application • Ask how-to questions regarding Works functionality • Request periodic large uploads of user, card, or general ledger information ***Cardholders need to contact the program administrator, who can then contact Works Technical Support on behalf of the cardholder.

to a financial system • Obtain the full 16-digit account # & expiration on configurable reports (optional setup)		

CLIENT AUTHENTICATION PROCESS	
Client servicing requests requiring additional verification	Service Requests below sent via fax must be completed on company letterhead and signed by an authorized signer. Email requests will require a call back to the client to verify. - New Account Setup - Adding Alternate Address(s) - Card Activation - Individual Name Changes - Password Resets - Lost/Stolen (with card going to alternate address) - Adding additional Program Administrators - Temporary Credit Limit Increases
Authentication List/ Additional verification processes	Temporary Credit Limit increases, Lost/Stolen and Password Resets will require the authorized caller to answer 2 challenge questions from the authentication list: 1. Full or last 4 digits of corporate account number or company number. 2. Security Question (the security question client as established in Works, VIM) 3. Last transaction on the account (payment or purchase) 4. Voice Recognition 5. Password

I. Procurement Card Program

A. The Agency/Institution and its employee cardholders shall make purchases under the Purchasing Card Program only to the extent authorized by the Agency/Institution's appropriation authority and only to the extent that the Agency/Institution has appropriations available to pay any charges.

B. The Agency/Institution is liable from its own appropriations for all transactions for all goods and services purchased by the Agency/Institution through the Program; and that its failure to pay for those transactions within the time specified in the Program shall result in the Budget and Control Board transferring funds pursuant to South Carolina Code Section 11-9-95 or the State Treasurer withholding funds pursuant to South Carolina Code Section 11-9-75 for the purpose of paying or recovering for any past due payments for those transactions.

C. The Agency/Institution shall be liable for all charges made on all of its employee cardholders' purchasing cards and accounts except as expressly stated in the Purchasing Card Program Agreement; and that, notwithstanding any pending disputed charge, the Agency/Institution shall pay in full when due all outstanding charges shown on billing statements for all employee cardholder purchasing cards and accounts.

D. Bank of America has the right to suspend any purchasing card(s) or account(s) upon notification by the Agency/Institution of employee misuse or suspected misuse and as otherwise set forth in the Purchasing Card Program Agreement and shall notify the Agency/Institution of such action.

E. The Agency/Institution shall deliver to Bank of America upon request, a copy of its legally adopted budget and appropriations or financial statement if available.

F. The Agency/Institution shall furnish to Bank of America such evidence of action and authority as Bank of America may reasonably request prior to the enrollment of the Agency/Institution.

G. Schedules A&B represent the General Product Fee Schedule & the Electronic Product Fee Schedule.

SCHEDULE A - GENERAL PRODUCT FEE SCHEDULE

Payment Method and applicable fee:	
Pay by Check	$0
ACH	$0
Annual Card Fee (Per Card):	$0
Late Fee: Assessed if full payment is not received by Payment Due Date. Central Bill Accounts:	$0 of the total balance
Periodic Finance Charge:	$0
Cash Advance Fee: **Minimum $5.00, no maximum**	3.00% of the transaction amount
Convenience Checks:	3.00% of the transaction amount
Over limit Fee: Central Bill Accounts: Assessed when Aggregate Charge Limit is exceeded.	$0 per occurrence
Returned Payment Fee:	$29.00 per occurrence
Copy Fee:	$3.00 per copy
Logo Fee: (Hot Stamp – One Generic Color)	$0
Unique Card Design Fee:	$0
International Transaction Fee (Assessed on Goods Purchased from/in Foreign Countries and/or Purchases Involving Currency Conversions)	1% of Purchased Transaction Amount

UP TO $500,000 TRAVEL ACCIDENT INSURANCE (NOT AVAILABLE FOR CORPORATE FLEET CARDS): This coverage will offer up to $500,000 in automatic common carrier travel, accidental death and dismemberment insurance when employees charge the entire cost of the passenger fare for land, sea, or air public transportation on their Cards. A disclosure, which outlines the program details, will be provided to Company and Cardholders.

SCHEDULE B - ELECTRONIC PRODUCT FEE SCHEDULE

Internet Software:	
Visa Information Management	$0
Works Card Manager Threshold Annual Spend up to $2MM Includes implementation – Integration to ERP System	$0
Works – Payment Manager (License Fee) Includes – 100 hours of Implementation per instance– Integration to ERP System Threshold Annual Spend: $2MM +	$0
Over 100 hours of implementation	$0 per hour
Statement Billing File:	$0 per month
Standard Reports:	
All Electronic Products (Desktop & Internet)	$0
Custom Reports:	
Development	$ 100 per hour
Maintenance	$100 per hour
Custom Interface:	
Interface warranty period of 1 year	
Development	$100 per hour
Maintenance	$100 per hour
Software Training:	
Phone Training Session per License	$0
On-site Training for Complex Implementation	$0

H. Before the close of FY 2006, the S.C. State General Assembly authorized, under **Proviso 72.98,** the payment of Purchasing Card Incentives/Rebates to governmental agencies throughout the State. The program began on July 1, 2006 and continues in conjunction with the Calendar Year rather than the State Fiscal Year. Agencies using cards during any calendar year are automatically entered into

the running to qualify for incentives/rebates. To qualify for and receive rebates/incentives at the end of the calendar year the participant must have generated at least One Million Dollars in Net Sales Volume. Once that threshold is met, the amount of rebates/incentives is calculated by multiplying the volume generated by the applicable basis points which increases as the volume generated increases.

Less than $1MM	Do Not Qualify
$1MM- $2.9MM	50 bps
$3MM- $4.9MM	55 bps
$5MM-$9.9MM	60 bps
$10MM- $14.9MM	65 bps
$15MM-$19.9MM	70 bps
$20MM - $29.9MM	85 bps
$30MM +	90 bps